

Norovirus Outbreak Prevention Guidelines

Date
Implemented

General Recommendations

1. Increase employee hand washing to:
 - A. At least once per hour
 - B. Upon entering a kitchen
 - C. After using the restroom
 - D. After shaking hands or other physical contact with peers and guests
 - E. After sneezing
 - F. After touching the face
 - G. After blowing the nose
 - H. After rubbing hands on clothing and similar activities
 - I. After handling raw foods
 - J. After handling dirty kitchen utensils and kitchenware
 - K. After cleaning, sweeping or mopping
 - L. After a break
 - M. After smoking, eating or drinking
 - N. Before handling any food, especially ready-to-eat foods and ice
 - O. After handling money (tips)
2. Maintain employee hand washing vigilance through active management reminders and correction.
3. Assure strict glove use policy for all food preparation, ready to eat foods and for handling eating utensils. Ensure that gloves are changed frequently and that hands are washed between glove changes.
4. Discontinue the practice of having servers handle ashtrays and used drink cups.
5. Inspect the parking and surrounding area for evidence of public bio-hazardous accidents. Handle any positive findings as outlined under "Vomit and Feces Removal, and follow-up environmental contact surface clean-up, and sanitization".
6. Switch to auto-dispensing paper towel dispensers including all public restrooms, employee restrooms, kitchens and locker rooms.
7. Use disposable ice buckets and drink cups in all guest rooms and always discard them between guests. Additionally all ice buckets and drink cups must be discarded whenever they are visibly soiled.

Basic Clean-up/Sanitization Recommendations

In addition to routine cleaning activities, ensure the following:

8. Increase frequency of cleaning and sanitizing the handles of hand sinks and doors in public restrooms, employee restrooms and throughout all kitchens to once per hour during periods of frequent use.

- _____ 9. Increase frequency of cleaning and sanitizing employee restrooms to once per hour during periods of frequent use.
- _____ 10. Use disposable cleaning cloths.
- _____ 11. Use separate colored cloths in toilet areas.
- _____ 12. Clean and sanitize (using a virucidal agent*) high touch areas such as drinking fountains and telephones, door handles, push plates, elevator buttons and panels.
- _____ 13. Frequently sanitize public stair rails, balcony/mezzanine rails, and bar rails with a virucidal disinfectant, cup holders and similar high frequency human contact surfaces throughout the facility with a virucidal disinfectant.
- _____ 14. Spray or hand wipe as applicable high frequency human contact equipment and employee areas with a sanitizer effective against viruses at least daily. Carefully follow all manufacturer instructions on **cleaning, rinsing, and sanitizing** equipment being careful not to damage sensitive electronic components. Although this is a labor-intensive effort, it is essential to breaking the chain of environmental contamination by ill guests and employees over time.
- _____ 15. Clean and sanitize (using a virucidal agent*), the inside of all dish and glass washers. The currently recommended sanitizers for non-high-temperature dishwashers are not effective against Norovirus. The equipment may be contaminated with Norovirus.
- _____ 16. Clean and sanitize floor surfaces (using a virucidal agent*) in all public areas.
- _____ 17. Remove bags from vacuum cleaners; sanitize the vacuum bags with a virucidal disinfectant and then replace the bags with HEPA filter bags before subsequent use.
- _____ 18. Discard the ice in all ice machines once per week throughout all kitchen facilities followed by thorough cleaning and sanitizing of the machine. Discard ice stored in bins, sinks used to store ice, and other associated equipment once per day followed by a thorough sanitizing of the bin or sink. Sanitize all such bins and sinks again prior to use.

Routine Guest Room Cleaning Procedure

In addition to routine housekeeping practices, ensure the following:

- _____ 19. Observe routine guest room housekeeping procedures to look for common cross contamination issues (e.g., using the same rag to clean bathroom surfaces and wiping down ice buckets.) Correct deficiencies when found and share the information with other managers to standardize better cleaning methods.
- _____ 20. Use disposable cleaning cloths.

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21. Use one cloth for cleaning and a new cloth for disinfecting surfaces.
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22. Use separate colored cloths in toilet areas.
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23. Use a new set of cloths for each guest room.
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24. Clean and sanitize high touch areas such as taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, rails on balconies, light and lamp switches, thermostats, remote controls, curtain pulls and wands, covers on guest information books, alarm clock buttons, hair dryers, irons and pens.

Recommendations for Surveillance of Employee and Guest Illness

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25. Require that all employees who report having experienced vomiting, diarrhea, or “stomach flu” symptoms remain off duty for a minimum of 24 hours after their symptoms end. (Thorough handwashing and no hand contact of ready-to-eat foods are essential for these employees since some individuals may shed the virus for weeks.) It is recommended, but not required, that employees seek medical care for their illnesses.
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26. Have managers look for obvious signs of employee illnesses such as increased frequency of restroom use. Send ill employees home as per the recommendation above.
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27. Report unusual numbers of employees ill with symptoms of gastroenteritis to the Health Department at 222-2577.
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28. On all reports related to gastrointestinal illness in employees or guests, collect the following information:
- Did the ill person develop diarrhea?
 - If so, when (date and time) did the diarrhea begin?
 - Did the ill person develop vomiting?
 - If so, when (date and time) did the vomiting begin?
 - Did the ill person have a fever?
 - If so, when (date and time) did the fever begin?
 - For how many days did the vomiting and/or diarrhea last?
 - The arrival and departure dates and times of the ill person.

Recommendations for Ill Guests

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29. Encourage ill guests to stay in their rooms and to report any gastrointestinal illness to security.
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30. Provide and encourage use of ethanol towelettes or install hand sanitizer stations in public areas.
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31. Install polite reminders in all public restrooms on the need for proper hand washing.

Vomit and Feces Removal, and Follow-up Environmental Contact Surface Clean-up and Sanitization

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32. Consideration should be given to having a specially trained cleaning team available at all times. Ensure that all biohazardous accidents are only remediated by staff trained and properly protected for such clean-up activities.
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33. Have staff report all biohazardous accidents to security. Treat all fecal and vomitus events as if they are contaminated with a highly infectious organism. Document all biohazardous events in a log including date, time, location, including room number if applicable, and persons affected if known.
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34. Disposable cleaning cloths should be used.
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35. Separate colored cloths should be used in toilet areas.
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36. In the event of a member of staff or a member of the public having an emetic or fecal accident, the area must be cleaned as a matter of urgency. The area where such an incident has occurred should be closed, or cordoned off, for at least one hour and all windows opened to allow thorough air circulation.
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37. Increase the frequency of cleaning public toilets.
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38. All surfaces in the toilet areas should be cleaned with a virucidal agent* using disposable cloths.
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39. Individuals, who clean up vomitus or feces should use the following procedures:
- A. Wear disposable mask, gloves, eye shield, and plastic disposable apron.
 - B. Use paper towels to soak up excess liquid. Transfer these and any solid matter directly into a plastic bag.
 - C. Clean the soiled area with detergent and hot water, using a disposable cloth.
 - D. Disinfect the contaminated area with a virucidal agent*.
 - E. Dispose of apron, gloves and cloths into a Biohazard waste bag.
 - F. Wash hands thoroughly using soap and water for at least 1 minute and then dry them thoroughly after completing the clean-up procedure and again after completing the disposal procedure.
 - G. If the area soiled was carpeted then steam clean using a virucidal agent* in the reservoir for the cleaning solution.

Treatment of Other Contaminated Materials

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40. Contaminated linen and other materials should be placed carefully into separate laundry bags. They should be washed in a hot wash. If an outside laundry is used, they should be consulted, as the laundry is potential infectious.
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41. Soiled mattresses and soft furnishings should be removed for sanitization using a virucidal agent* and subsequent steam cleaning. If soiling on a mattress exceeds one quart in volume, treat the mattress in place, wrap the mattress in heavy

gauge plastic and have the mattress sterilized, or in the alternative, discard via normal solid waste disposal procedures.

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42. Contaminated carpets should be cleaned with carpet detergent and hot water, then disinfected with a virucidal agent* and then steam cleaned (also using a virucidal agent*).
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43. Contaminated hard surfaces should be washed with detergent and hot water, using a disposable cloth, then disinfected using a virucidal agent*. Cloths should be disposed of as biohazardous waste. Non-disposable mop heads should be washed in hot water using a virucidal agent*.
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44. Horizontal surfaces, furniture, and soft furnishings in the vicinity of the soiled area should be cleaned with detergent and hot water, using a disposable cloth and sanitized using a virucidal agent*. Followed this with air-drying in the sun for a few hours (if possible).
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45. Fixtures and fittings in toilet areas should be cleaned with detergent and hot water using a disposable cloth, then disinfected using a virucidal agent*.

Cleaning Up Vomitus in Food Preparation or Service Areas

46. The following procedure should be used to clean vomitus in food preparation or service areas:
- A. Using the above principles, carefully remove all vomit and clean the area.
 - B. Thoroughly clean and sanitize all food contact surfaces frequently with a virucidal agent*. Follow this action with a thorough rinse with clean water and a food grade sanitizer.
 - C. Destroy any exposed food, food that may have been contaminated, and food that has been handled by an infected person.

****Follow manufacturer's directions for use of the virucidal agent.***

Adopted from: Clark County Health District, Las Vegas, NV

These recommendations were delivered to:

Facility Name: _____

Received by (print): _____

Received by (sign): _____

Date: _____

Environmental Health Specialist

Delivered by (print): _____

Delivered by (sign): _____

Date: _____